

OFFICE OF THE CHIEF OF POLICE

SPECIAL ORDER NO. 37

November 7, 2005

SUBJECT: BUSINESS CARDS, FORMATTING AND LANGUAGE GUIDELINES - REVISED

PURPOSE: This Order revises the formatting and required content for the reverse of all Department-issued and non-Department-issued business cards (herein known collectively as business cards).

PROCEDURE: The requirements for Department employees providing business cards are outlined in Department Manual Sections 4/202.02 and 4/296. The current formatting and language requirements for the **front** side of business cards are delineated in Manual Section 4/296.02 and remain unchanged.

However, the reverse of all business cards used by employees shall be revised to contain designated spaces for documenting the date, time and incident number. In addition to these spaces, each card shall state the following information verbatim:

"If you wish to comment on the level of service you received, please contact a Department supervisor or telephone 800-339-6868, or TDD # 213-485-3604."

All previous requirements (i.e., LAPD crime hotline) for the reverse of business cards are no longer required.

FORM AVAILABILITY: Department-issued business cards will be available from the Department of General Services, Distribution Center, in about 90 days. Department personnel should exhaust current supplies of Department-issued business card prior to ordering the revised cards.

AMENDMENTS: This Order amends Sections 4/202.02 and 4/296.02 of the Department Manual.

AUDIT RESPONSIBILITY: The Commanding Officer, Planning and Research Division, shall monitor compliance with this Order in accordance with Department Manual Section 0/080.30.

WILLIAM J. BRATTON
Chief of Police

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